

一站式加固计算机品牌
YOUR ONE-STOP RUGGED COMPUTING SOLUTION

M20A
WWW.ONERUGGED.COM

NERugged 产品保修卡

产品名称: _____

产品型号: _____

客户名称: _____

购买日期: _____

出厂编码: _____

维修记录

保修日期	故障及检测情况说明	维修日期	维修员

1

NERugged WARRANTY CARD

PRODUCT NAME: _____

PRODUCT MODEL: _____

NAME OF CLIENT: _____

DATE OF PURCHASE: _____

FACTORY CODE: _____

Maintenance record list

DATE IN SERVICE	EQUIPMENT MAINTENANCE DETAIL	MAINTENANCE DATE	MAINTENANCE PERFORMED BY

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NERugged 产品保修卡

保修说明

1.如下情况属于保修范围,可免费维修:
 2.(1) From the purchase date, 12 months warranty period supply for machine, power adapter and data cable.
 (2) In the case of any malfunction/ breakage/damage that occurs under normal conditions (Non-human damage) within the warranty period, repair will be performed by free.
 (3) The warranty covers problems with the product under normal use. Note: cosmetic issues are not covered by the warranty.

2.如下情形非保修范围,如需提供维修服务,可酌情收取物料及服务费用:
 (1) 退换货、送修途中由于运输、装卸所导致的损坏。
 (2) 任何未经授权许可的改装、拆卸、维修。
 (3) 意外因素或人为行为导致产品损坏。如: 进液、摔损、输入不合适电压、过度挤压、主板变形等。对于电源适配器,若有明显的硬件损伤、裂痕、断脚、严重变形,电线破损、断线、裸芯等现象。
 (4) 未按使用说明要求安装、使用、维护、保管导致的产品故障或损坏。
 (5) 保修凭证与产品型号不符或保修凭证被涂改。
 (6) 产品铭牌、SN条码、防拆标签被撕掉或被损坏,模糊不清无法识别。
 (7) 已经超出保修期限。
 (8) 由于不可抗因素(如火灾、地震、水灾等)而造成的故障或损坏。

3.凭保修卡保修。

送修服务指引

(1) 送修前,请您提前备份个人数据。维修过程中可能会造成您个人数据的丢失,我们会保护您的个人隐私,但不承担维修过程中个人数据损坏、丢失的责任。
 (2) 送修时,产品须经过授权服务中心专业的检测。确认故障后,服务中心会确定相应的维修方案。对于检测无故障产品,将原样退回。
 (3) 因产品不符合保修条件需收取费用的,授权服务中心将向消费者收取维修费。

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NERugged WARRANTY CARD

PRODUCT WARRANTY

1.The following are covered by the warranty and can be repaired free of charge:
 2.(1) From the purchase date, 12 months warranty period supply for machine, power adapter and data cable.
 (2) In the case of any malfunction/ breakage/damage that occurs under normal conditions (Non-human damage) within the warranty period, repair will be performed by free.
 (3) The warranty covers problems with the product under normal use. Note: cosmetic issues are not covered by the warranty.

2. The following conditions are not covered under the terms of the warranty. If maintenance services are required, material and service fees may be charged as appropriate:
 (1) Damage caused by transportation, loading and unloading during return, exchange, and repair.
 (2) Any unauthorized modification, disassembly and repair.
 (3) Damage caused by accidental factors or human actions. Such as: liquid ingress, drop damage, input inappropriate voltage, excessive extrusion, motherboard deformation, etc. For the power adapter, if there are obvious hard object damage, cracks, broken feet, severe deformation, damaged wires, broken wires, bare cores, etc.
 (4) Product damage caused by failure to install, use, maintain, and store in accordance with the user manual.
 (5) The warranty certificate does not match the product model or has been altered.
 (6) The product nameplate, SN barcode, and tamper-proof label are torn off or damaged, making them blurred and unrecognizable.
 (7) The product is out of warranty.
 (8) Failure or damage caused by irresistible factors (such as fire, earthquake, flood, etc.).

Repair Service Guide

(1) Before sending for repair, please back up your personal data in advance. Your personal data may be lost during the maintenance process. We will protect your personal privacy, but we will not be responsible for the damage or loss of personal data during the maintenance process.
 (2) When sending for repair, the product must be professionally inspected by an authorized service center. After confirming the fault, the service center will determine the corresponding maintenance plan. For detected non-faulty products, it will be returned as is.
 (3) If a fee is charged because the product does not meet the warranty conditions, the authorized service center will charge the consumer for maintenance.

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NERugged 合格证

深圳市亿道信息股份有限公司

☎ 电话:400-830-4882

📍 地址:深圳市坪山区坑梓街道金沙社区光辉路1号超捷工业园厂房C栋401

📮 邮编:518122

✉ 邮箱:support@onerugged.com

设备形态:三防平板电脑

设备型号:M20A

序列号: _____

质保期: _____

检验员: QC PASS

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NERugged CERTIFICATE

Shenzhen Emdoor Information Co., Ltd.

☎ Telephone: 400-830-4882

📍 Address: Room 401, Building C, Chaojie Industrial Park, No. 1 Guanghui Road, Jinsha Community, Kengzi Street, Pingshan District, Shenzhen, China

📮 Post code: 518122

✉ Mail: support@onerugged.com

EQUIPMENT FORM: Rugged Mobile PC

DEVICE MODEL: M20A

SERIAL NUMBER: _____

WARRANTY: _____

INSPECTOR: QC PASS

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NERugged 准备开始/READY TO START

本章首先教导您如何将设备准备好,以便让您开始工作。接着概略地介绍设备的外观和组件。This chapter first tells you step by step how to get the computer up and running. Then, you will find a section briefly introducing the external components of the computer.

开箱检查/OPEN BOX TO CHECK

打开包装后,您应该会看到下列标准项目:
 · M20A加固平板电脑 · 电源线 · 电源适配器

After unpacking, you should see the following standard items:
 · M20A Rugged Mobile PC Terminal · Power Cord · Power Adapter

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NERugged 连接电源/CONNECT THE POWER SUPPLY

注意: 仅限使用本产品随附的电源适配器。使用其他电源适配器可能会损坏您的设备。第一次开机时必须连接 AC 电源。
 Note: Use only the power adapter provided with this product. Using other power adapters may damage your device. It must be connected to the AC power supply when it is turned on for the first time.

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设备开机和关机/TURNING ON AND OFF THE DEVICE

开机/START UP

1.按下电源按钮 开机。操作系统Windows 将启动。
 1. Press the power button . The operating system Windows will start.

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*本页内容不得擅自涂改,并请保存产品包装盒,以维护您的合法权益。

*The contents of this page shall not be altered without authorization, and please keep the product packaging box to protect your legal rights.

关机/SHUTDOWN

在完成工作之后，您可以关闭电源或者让设备进入睡眠或休眠状态：

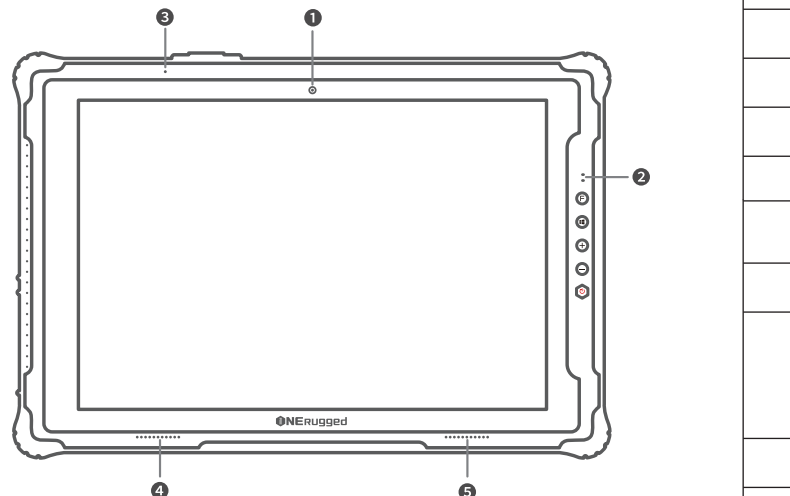
When you're work done, you can power it off or leaving it in Sleep or Hibernation mode:

要/TO...	方法/DO THIS..
关闭电源 (shut down)	单机 → [电源] → [关机]/Click → [电源] → [Shutdown]
重启 (reboot)	单机 → [电源] → [重启]/Click → [电源] → [Reboot]
休眠 (Turn off or wake up the screen)	在默认状态下，此项并不会出现在 [电源] 菜单里。如果您想要使用此功能，请到 Windows 的设置处进行设置。 / This item does not appear in the power menu by default. If you want to set up this mode, please go to Windows Settings to set it up.

设备外观介绍/EQUIPMENT APPEARANCE INTRODUCTION

注：1.依照所购买的型号不同，设备外观可能和本手册所显示的结构有所不同。

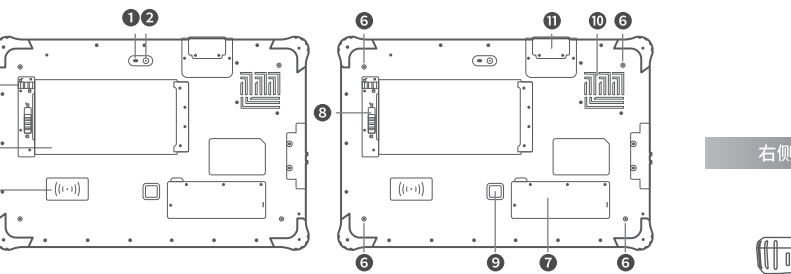
Note: 1. Depending on the special model you purchased, the look of the device may be different from the the graphics shown in this manual.



正面组件/Front COMPONENTS

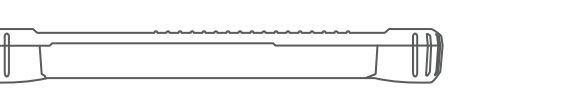
符号 (SYMBOL)	组件 (COMPONENTS)	说明 (DESCRIPTION)
F	F键/F key	2D扫描按键（可以定义） /2D scan key (customized)
	Home键/Home key	用于打开Windows快捷方式 /Used to open a Windows shortcut
+	音量+键/Volume+ key	用于调节增加音量 /Used to increase the device volume
-	音量-键/Volume- key	用于调节降低音量 /Used to decrease the device volume
	电源键/Power button	用于休眠唤醒设备及开关机设备 /Used to sleep, hibernation, wake up, power on and off the device
	摄像头/Camera	用于拍摄获取前置画面 /Used to shoot the front pictures
	指示灯*2/Indicator light *2	开机蓝灯常亮。待机、小电池锁扣未上锁时蓝灯闪烁；充电时宫灯散亮，低电量时红灯闪烁。 The blue light is always on when the power is on. Blue light blinks when standby, small battery latch is not locked; Palace light is open when charging, red light flashes when low battery
	麦克风/Microphone	用来接收外来的声音 /Used to receive external sounds
	立体声扬声器 /Stereo speakers	发出平板的声音 /Play the device sounds

背面组件/REAR COMPONENTS

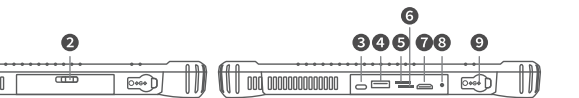


符号 (SYMBOL)	组件 (COMPONENTS)	说明 (DESCRIPTION)
	闪光灯/Flashlight	补光、照明使用/Used for lighting
	摄像头/Camera	用于实现拍照、录像功能/Used for photo and video recording
	盖板锁扣/Cover lock	固定电池盖板&切换电池/Lock the battery cover&switch battery
	电池盖板/Battery cover lock	保护内部电池/Prevent the internal battery falling out
	NFC	NFC刷卡/NFC card swipe
	绑带孔/Taping holes	用于固定绑带/For fixing straps
	SSD	固态硬盘接口位置/SSD interface location
	电池锁扣/Battery lock	锁定内部电池/Fix internal battery
	指纹/Fingerprint	指纹解锁/Fingerprint unlock
	散热风扇/Cooling Fan	给平板散热使用（进风口）/Used for radiating the flat plate (air inlet)
	塑料顶壳/Plastic Top Shell	加装扫描头/The scanning head needs to be replaced

左侧组件/LEFT-SIDE COMPONENTS



右侧组件/RIGHT-SIDE COMPONENT

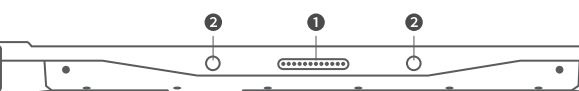


符号 (SYMBOL)	组件 (COMPONENTS)	说明 (DESCRIPTION)
	散热风扇/Cooling Fan	给平板散热使用（出风口）/Used for radiating the flat plate (air outlet)
	接口保护盖 /Interface Protection Cover	起到防护接口作用，向左滑动打开保护盖 /Play the role of protective interface, slide to the left to open the protective cover.
	Type-C端口/Type-C Port	可连接 USB-C 的设备/Connects a USB-C device
	USB3.0端口/USB3.0 Port	连接USB设备/Connects a USB device
	SIM卡/SIM Card	安装SIM卡/Install the SIM card
	TF卡/TF Card	安装TF存储卡，max: 128G/Installing the TF card, max: 128G
	HDMI端口/HDMI Connector	连接HDMI显示器或投影仪/Connects a HDMI monitor or TV set
	3.5mm音频端口/3.5mm Earphone Jack	连接音频设备/Connect the audio device
	DC电源插孔/DC Power Jack	连接电源适配器/Connect the power adapter

顶部组件/TOP COMPONENTS



底部组件/BOTTOM COMPONENTS



符号 (SYMBOL)	组件 (COMPONENTS)	说明 (DESCRIPTION)
	Pogo pin	与定位孔配合，连接车载支架、充电底座，用于扩展 USB、RJ45、RS232通讯接口 /Work with the location hole, connect the vehicle mount and docking charger to expand the USB, RJ45 and RS232 communication ports.
	定位孔/Location hole	连接车载支架、充电底座时起固定作用。 /Used to fix the vehicle mount and docking charger when connecting them.

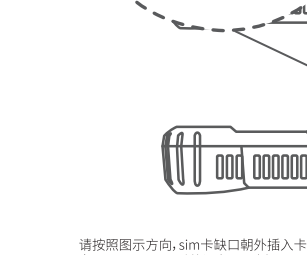
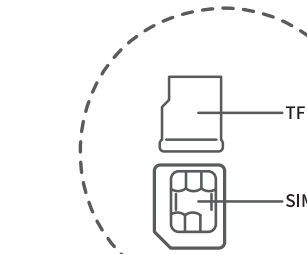
TF卡、SIM 卡安装

将电池取下，在此位置取下卡座，插入TF卡+Micro Sim卡。

将TF卡和NanoSIM卡放入指定位置后重新插回即可使用，如下图

Remove the battery and the card holder, then insert a TF card and Micro Sim card.

Put the TF card and Micro SIM card back to their right positions as shown in the figure below, then to use.



请按照图示方向，sim卡缺口朝外插入卡槽

(Note: Windows系统设备需要插入sim卡后重启，以激活移动网络)

电源适配器/POWER ADAPTER

注意：

·电源适配器仅供您的设备使用。若挪作其它用途将可能损坏接上的电器或者适配器。

·电源适配器所附的电源线为符合购买地的规格。若要在国外使用此设备，请咨询经销商取得合适的电源线。

·若欲拔开电源适配器时，必须先拔掉墙壁上的电源插头，再拔掉插在手持机上的电源接头，否则会便设备及适配器受到外部电压冲击而受损。

·拔掉插头时，请垂直 90° 插拔，切勿拉扯电线，应用手握紧插头拔出。

Notice:

·The power adapter is for your device only. If it is used for other purposes, it may damage the connected electrical appliances or adapters.

·The power cord attached to the power adapter must meet the specifications of the place of purchase. To use this device abroad, consult your dealer for a suitable power cord.

·If you want to unplug the power adapter, you must unplug the power plug on the wall first, and then unplug the power connector plugged into the handset, otherwise the device and adapter will be damaged by external voltage impact.

·When unplugging the plug, please plug in 90° vertically, do not pull the wire, and pull out the plug with your hand.

由于您的设备是以直流电运作，但是电源插座通常是提供交流电源，因此电源适配器的作用就是将供电来源的交流电转换为设备所需的直流电。在连接电源适配器的同时，亦自动为电池充电。适配器输入可在100V至240V AC的电压范围内运作，输出为19V。

Since your device runs on DC power, but the power outlet usually provides AC power, the job of the power adapter is to convert the AC power from the power source to the DC power required by the device. The battery is also automatically charged when the power adapter is connected. The adapter input operates from 100V to 240V AC and the output is 19V.

设备问题可以是硬件、软件、或两者共同引起的。当您遇到问题时，它可能只是一个一般性问题，能够轻易就解决。

本章告诉您在面临一般性问题时，该尝试什么方法来解决。

Please follow the direction shown in the diagram, sim card notch outward into the card slot

(Note: Windows system devices need to reboot after inserting the sim card to activate the mobile network)

故障排除/TROUBLESHOOTING

设备问题可以是硬件、软件、或两者共同引起的。当您遇到问题时，它可能只是一个一般性问题，能够轻易就解决。

本章告诉您在面临一般性问题时，该尝试什么方法来解决。

Equipment problems can be caused by hardware, software, or both. When you have a problem, When you encounter any problem, it might be a typical problem that can easily be solved.

This chapter tells you what actions to take when solving common computer problems

初步检查要项/PRELIMINARY CHECKLIST

当您遇到问题时，不妨先做下列的初步检查，也许在此阶段即可解决问题：

·试着找出问题的来源和类别。

·确定您在设备开机之前已开启外设设备的电源。

·如果外接的设备出现问题，请确认所有线路的连接是否正确而且牢固。

·确定 BIOS 中的设置完全正确

·确定所有驱动程序已安装完成。

·细观察实际的状况。屏幕上是否出现任何信息？指示灯的亮灯情形为何？当您必须寻求维修人员的帮忙时，您所提供的信息是越详尽越好。

如果按照本章中的说明进行操作后问题仍然存在，请与授权经销商联系以寻求帮助。

When you encounter a problem, you may wish to do the following preliminary checks first, maybe you can solve the problem at this stage:

· Try to identify the source and category of the problem.

· Make sure you have turned on the power of the peripheral device before turning on the device.

· If there is a problem with the external equipment, please confirm whether the connection of all lines is correct and firm.

· Make sure the settings in the BIOS are completely

· Make sure that all the device drivers are correctly installed.

Equipment problems can be caused by hardware, software, or both. When you have a problem, When you Make notes of your observations. Does any message appear on the screen? What is the status of the indicators light? Detailed descriptions are useful to the service personnel when you need to consult one for assistance.

If any problem persists after you follow the instructions in this chapter, contact an authorized dealer for help.

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